

**COMMISSION FOR MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND
SUBSTANCE ABUSE SERVICES**

Advisory Committee Minutes

**Clarion Hotel State Capital
320 Hillsborough Street, Raleigh, NC 27603**

Thursday, July 12, 2007

Attending:

Commission Members:

Dr. Marvin Swartz, Chairman, Laura Coker, Clayton Cone, Dorothy Rose Crawford, Ann Forbes, Judy L. Lewis, Martha Macon, Emily Moore, Dr. Carl Shantzis, Ed.D., CSAPC, Floyd McCullouch, Dr. Richard Brunstetter

Ex-Officio Committee Members:

Bob Hedrick, Robin Huffman, Dave Richard

Division Staff:

Denise Baker, Marta T. Hester, Andrea Borden, Markita Keaton, Susan Kelley, Rebecca Carina, Michelle Edelen, Kristopher Joyce, Janice Petersen, Monica Jones

Others:

Paula Cox Fishman, Louise G. Fisher, John Morris, Steven Edelstein, Amy Hewitt, Sheryl Larson, Holly Riddle, Marty Weems, Larry Swabe, Venue D. Malley, Mary Powell, John L. Crawford

Call to Order:

The meeting was called to order by Dr. Marvin Swartz, Advisory Committee Chairman, at approximately 9:40am. Following the welcome and introductions, Dr. Swartz reviewed the day's agenda. The Advisory Committee Minutes from the April 12, 2007 meeting were approved without any changes.

Upon motion, second, and unanimous vote, the Committee approved the minutes of the April 12, 2007 committee meeting.

Workforce Development Presentations

John A. Morris, Director, Human Services Practice with the Annapolis Coalition on the Behavioral Health Workforce, was the first of three presenters to present to the Advisory Committee on workforce-related issues in the areas of mental health, developmental disabilities, and long-term care.

Dr. Morris presented eleven paradoxes relevant to the workforce as it relates to direct service workers, which are universal problems for the entire healthcare field. He also gave an overview of the *Action Plan on Behavioral Workforce Development*, which reviews the current workforce and its environment; outlines a set of general findings; identifies seven core strategic goals; and outlines the objectives and actions necessary to achieve each goal. Mr. Morris recommended that the state of North Carolina utilize the plan to determine the process that works best for the state.

Dr. Sheryl A. Larson, Research Associate and Research Director, Research and Training Center for Community Living at the University of Minnesota, delivered a presentation on training, recruitment and retention. Dr. Larson stated that the Center for Community Living recognized that one of the biggest challenges to providing community supports for people with disabilities is the ability to find, keep and retain qualified direct support professionals (DSPs). She made recommendations regarding recruitment and retention strategies such as:

- Demonstrating job competencies and developing career ladders (e.g., Apprenticeships and Credentialing)
- Developing new curricula and use online training (e.g., College of Direct Support)
- Enhancing skills of supervisor (e.g., College of Frontline Supervision and Management)

Dr. Larson further noted that there are not enough DSPs and there is a high turnover rate which includes 53% for direct care workers and 25% for supervisors. She also stated that it costs \$3200 to hire a new employee based upon the turnover rate.

Steve Edelstein, the National Policy Director of the Paraprofessional Healthcare Institute, focused on workforce development issues in a long-term care setting. He stated that there is an increased demand for labor intensive services as the populations' age and that the supply of workers is not growing fast enough to meet the need. He reviewed the barriers associated with maintaining a stable direct care services workforce along with the key elements needed to improve retention. He concluded with a discussion on what other states are doing to address retention and recruitment issues and mentioned North Carolina's NOVA awards as an example. The NC NOVA awards provide special licensure across settings for providers that meet standards.

Dr. Amy Hewitt, Training and Project Director, Research and Training Center for Community Living at the University of Minnesota, facilitated a discussion at the conclusion of all the presentations on the solutions common to addressing the training, recruitment, and retention of direct service workers. Common solutions and next steps were generated by the Advisory Committee members. The common solutions proposed included the following:

- Compensation for direct support workers
- Opportunities for advancement
- Training
- Ensuring direct support workers are at the policy making table
- The need for subsidies to help direct service workers attend these meetings
- Respecting workers as professionals
- Credentialing for direct service workers

The next steps generated by the Advisory Committee members are outlined as below:

- Ensuring that competency based training rather than hour based training is the standard
- Providing online and in-person training to direct service workers
- Addressing the issues of wages and benefits for direct service workers
- Looking at other states that have developed services rather than reinventing the wheel

The meeting adjourned for lunch.

During the afternoon session the four subcommittees provided updates on their work. Dr. Swartz advised all subcommittee members that final recommendations should be reported from each subcommittee to be incorporated in the Advisory Committee's written report on workforce development.

Holly Riddle, the Executive Director of the NC Council on Developmental Disabilities, notified the committee members that there will be an upcoming session on workforce development on October 17th to further discuss issues and recommendations. An official announcement is forthcoming.

Public Comment

There were no comments during the public comment period.

Following the breakout sessions of each subcommittee, the meeting adjourned at approximately 3:00.